

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Dept. for Children and Families		9. Position No. K0230375	10. Budget Program Number 29215		Agency Number	
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Human Services Assistant				
3. Division East Region		12. Proposed Class Title				
4. Section Programs and Serviced Integration	For Use By Personnel Office	13. Allocation				
5. Unit Economic and Employment Support		14. Effective Date				
6. Location (address where employee works) City Parsons County Labette		15. By	Approved			
7. (circle appropriate time) Full time x Perm. x Inter. Part time Temp. %	Personnel	16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: 8 AM/PM To: 5 AM/PM		Office	17. Audit Date: By: Date: By:			
						Position Number

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

This position provides program support to the Economic and Employment Support team. The purpose of the position is providing quality customer service and a smooth fluid flow of clientele and communications activity within the office. EES applications and materials are time sensitive and must be transferred to the appropriate business process management team to facilitate timely processing.

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
John Pelton	Human Services Supervisor	K0062324

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Same as above		

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Employee receives written and verbal instructions from Supervisor. Employee would use limited independent judgment in determining methods or procedures to be used in making minor decisions. Assignments and special instructions for completing will be issued verbally or through electronic medium by supervisor and other staff within the agency/office.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):
What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	
		<p><u>PROFESSIONAL ATTITUDE:</u> While performing the tasks listed below, please remember that you are a representative of the Department for Children and Families, and you are expected to:</p> <p>*Demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance. For example, this could be other agency employees, community partners, landlords, state and community partners, and individuals and families seeking services from the agency;</p> <p>*Demonstrate an attitude of respect (i.e. be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer, or return phone calls or emails within a reasonable period of time – as defined by your supervisor or program policy), process requests for service as quickly as possible;</p> <p>*Encourage individuals to identify and fulfill their own responsibilities;</p> <p>*Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers;</p> <p>*Provide information and service to those seeking your assistance. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them.</p> <p>Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee of the East Region DCF.</p>
1. 50%	E	<p><u>EES DUTIES:</u></p> <p>Attend all incoming and outgoing EES mail. Develops and maintains Tracker system to direct flow of work from intake to the correct team for completion. Moves each mail item to the appropriate section of the appropriate business process staging area to facilitate timely processing. . Duties will be replaced by KEES duties after go live. Will then be responsible for imaging some materials coming in from mail and drop off. Will have to sort each item to the proper electronic case as well as to the proper section of each electronic case for use by workers. Will also be responsible for creating and assigning tasks based on certain types of documents received.</p> <p>Receives initial applications from EES workers to register, which involves inquiry on customers in KAESCES/KSCARES systems, saving new customers to create a new case number or using an existing case number. Process includes data entry for programs applied for, names, social security numbers and addresses. Prepares redetermination forms. Communicates with customers, employers and providers by telephone and in person to disseminate or receive information needed to determine/re-determine eligibility for programs or in response to customer requests for information (e.g. answers general program questions, receives change information and requests appropriate verifications, copies materials from the case file for the consumer, completes assistance verification forms (HUD, Head Start, etc.) received from other agencies/community partners, copies and mails/faxes information to Clearinghouse, etc. Attends unit meetings.</p> <p>Work requires the application of data base systems, each unique to the processes involved in social and human services delivery programs. Tasks involved, extend from searching data base systems for relevant or matching information, entering and manipulating data, and establishing initial client profile base. Some tasks require incumbent to request or transmit information through face-to-face, telephone, e-mail, or other collateral contacts and are accomplished following predetermined policies and guidelines. Functions require analysis and interpretation of data, situations and circumstances; incumbent must determine appropriate processes to be used; and tasks are learned through formal group training, manual and policy documents, and through coaching and training by the program supervisor.</p>
2. 30%	E	<p><u>RECEPTION DUTIES:</u></p> <p>Performs reception duties and receives all persons coming into the office in a professional manner, treating each person with dignity and respect. Presents a pleasant attitude that will promote comfort and safety to all customers/visitors and goodwill among employees by keeping a positive attitude. Promotes good public</p>

3. 15%	E	<p>relations between customers and all agencies. Takes messages for agency staff, refers the customers to the appropriate staff depending on the customer's need(s). Maintains strict confidentiality.</p> <p>Answers and transfers all telephone calls using multi-line telephone system with calls answered and/or transferred expeditiously. If intended recipient is unavailable, transfer to voice mail or take message; if caller does not wish to leave a voicemail/message—ascertain the nature of the call and may transfer the call to someone who is available. Telephone etiquette is observed at all times.</p> <p>Answers routine inquiries requiring minor interpretation of policies and available local resources. Inquiries may come from any public entity (ie, customers seeking services, DCF contractors, vendors and various local agencies). For example, a person new to the community may call for phone numbers of local housing/utility/mental health agencies.</p> <p>Substantial time is spent in direct communication with clients, vendors, providers and other collateral contacts and interested parties for the purpose of gathering, extracting and disseminating information to be used in assessing eligibility and establishment and maintenance of program services.</p> <p>Performs simple analysis of data and identification of easily distinguishable facts to determine appropriate actions for applications, changes, etc. for all programs within the DCF realm. Must be able to research information on an automated data base system to determine customer's prior/current involvement with the agency, to determine if customer is new to the agency and to make a referral to appropriate staff as needed.</p> <p><u>FILE MAINTENANCE:</u> Maintains files by removing and destroying materials in accordance with agency policy and in compliance with HIPAA regulations.</p> <p><u>EBT:</u> Performs routine checks of data included in new EBT system for EES worker and some customer inquiries. Adds and removes information for authorized representatives as needed.</p> <p><i>Some duties listed above may be assigned to other office HSA's as determined appropriate by the Parsons Management Team.</i></p> <p>***All duties are reviewed for compliance by Unit Supervisor as dictated by Human Resources Policies***</p> <p>Failure to perform essential functions would cause severe financial and emotional hardships for customers and could result in the loss of Federal funds and/or fiscal sanctions to the State of Kansas</p>
4. 5%	E	

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
() Plans, staffs, evaluates, and directs work of employees of a work unit.
() Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
(X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
() Major program failure, major property loss, or serious injury or incapacitation.
() Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to perform functions related to this position would cause financial and emotional hardships for clients and could result in the loss of Federal funds and/or other fiscal sanctions to the State of Kansas.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact in-person and/or telephone both within and outside the agency. Daily contacts with public may be to provide information/applications

25. What hazards, risks or discomforts exist on the job or in the work environment?

This employee may occasionally be exposed to difficult, hostile and potentially aggressive customers. Due to the extensive use of computer and prolonged sitting, persons in this position could experience physical symptoms such as eye strain, back/neck strain, etc. Other risks or discomforts are minimal.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Computers, multi-line telephone system, copy machines, fax machines and calculators are used daily. Daily use of postage meter, copier and general office equipment. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to customers.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

Required : High School diploma or equivalent

Education or Training - special or professional.

Licenses, certificates and registrations

Must obtain and maintain Security Clearance

Special knowledge, skills and abilities

Required – Ability to communicate effectively verbally as well as in written format.

Preferred – Computer experience with State software programs.

Experience - length in years and kind

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date